

Audio Conferencing

Product Summary

Audio Conferencing is a product designed for state agencies that conduct virtual meetings with participants from multiple locations. Audio Conferencing enables agencies to arrange meetings with up to 100 participants just about anywhere, anytime.

Audio Conferencing communications is transported on Qwest fiber network, providing dependable, crystal clear connections—whether you are calling across the street or around the world.

Audio Conferencing is available nationwide. Direct dial calls are carried by the State's long distance provider.

There are several options of Audio Conferencing services available to meet agency needs:

Toll Free Reservation-less

Toll Free Reservation-less service is a flexible and cost-effective solution that is secure and easy to use. This automated service gives you total control and allows you to meet anytime, anywhere with up to 100 participants.

Dial the same access number every time you conference without having to schedule in advance. By using a Qwest personalized meeting room number and PIN, you can host your audio conferencing meetings.

Direct Dial Reservation-less

Direct Dial Reservation-less service is the same as above using a toll number instead of a toll free number. Each account is automatically assigned with both a toll and toll free number.

Toll Free - Operator Assisted

Participants access the conference call by dialing into a pre-assigned toll free number. Operators will greet each participant and ask for the name of the host and the company before granting access.

If desired, all participants can be put on hold until the host is ready to begin the call.

Direct Dial – Operated Assisted

Direct Dial – Operated Assisted service is the same as Toll Free Operator Assisted except participants are responsible for the long distance charges for calls.

Operator Assisted Dial-Out

Operators call each participant two to five minutes before the start of the conference call and if requested can conduct a formal roll call of all participants on-line before formally turning the meeting over to the host. If requested, the operator can remain on-line to announce late arrivals. Those who are unreachable will be given instructions as to how to join the conference once the call has begun.

Standard Product Features

The following features are included in the cost of Qwest Audio Conference service.

Standard Product Features
<ul style="list-style-type: none">• 24/7 availability• Up to 100 participants from any telephone in any location

- Flexible connection methods -Participants can connect via direct dial and toll-free calls.
- Easy access via phone
- No setup fees
- No cancellation charges - If a scheduled audio conference is cancelled, no charge is imposed. You are charged only when your call starts.
- No contract or term agreements - DTS maintains a contract with the provider, Qwest. The customer simply schedules and uses the service as needed.
- No minimum usage charge - The customer pays only for service that is used.
- Entrance and exit tones - Distinctive tones sound as participants enter and exit the conference. These tones may be disabled on setup.
- Full time operator monitoring - An operator directs full attention to the monitoring of a single audio conference to manage requests or special instructions made during the conference.
- User training - Live and web-based training is available for audio conference moderators.

When scheduling an audio conference the customer specifies which of the following features are to be deployed for the conference.

Reservation-less Audio Conferencing Features	
Features at no additional charge	
• Broadcast - Listen only	Allows only the specified speaker(s) to be heard by participants. Disruptive background noise is eliminated.
• Hold music	This feature can be setup by the host.
• Operator assistance	Designed specifically to handle calls that require enhanced services as well as a more personal touch from a live conference coordinator.
• Sub-conferencing	Participants can adjourn to private sub-conference meetings separate from the main conference call. When instructed, the operator returns everyone to the original conference.
• Operator call-out	The agency hosting the conference supplies Qwest with a participant list, including the names and phone numbers. Participants are then called by a coordinator to enter the event.
• Roll call management	The Qwest audio conferencing operator conducts a formal roll call prior to turning the meeting to the conference moderator. This feature is not recommended for large conference calls.
• Reservation confirmation	Once a reservation is placed by a customer, he or she will receive an e-mail or fax confirming the conference arrangements. This confirmation verifies the accuracy of the reservation and can be used to notify participants of conference details.
• User training	Live and web-based training is available for audio conference moderators.

Product Features included with Operator Assisted Audio Conference

The following features—in addition to the features described above for the Reservation-less Audio Conference service—are included with Operator Assisted Audio Conference service. When scheduling an audio conference the customer specifies the features to be deployed for the conference.

Operator Assisted Audio Conferencing Features	
Feature	Description
• Operator Assistance	A Qwest audio conference operator remains on the conference throughout the meeting to assist the customer with the conference and conference features.
• Participant list	A list of all conference attendees is e-mailed or faxed to the customer following a conference call. The customer may also provide a list to the Operator to identify invited participants before they are admitted to the call.
• Overflow management	The conference call will accept as many participants as possible, even if it is over your reserved amount—up to 100.
• Time and charges summary	A list of connection time and the duration of each connection for each participant is compiled for the customer. Charges only accrue during the time participants are connected to the call.
• Transcription	Text of the conference content in hard copy or diskette format.
• WebView	A visual web interface that allows customers real-time access to view the names of participants in conference and determines the order of participants who have requested the floor for a question. Note: This feature can only be utilized with a Conference Communication Line (additional cost).

Product Benefits

Audio Conferencing Benefits
• Conduct meetings anytime, anywhere.
• Conduct meetings with up to 100 participants.
• Extensive array of features for productive meetings.
• Two product options to meet the needs of agencies that want to moderate their own meeting and those that want operator assistance during conference.
• Flexible connection modes, including toll-free and direct dial access.

Services Available At Additional Costs

The following services are available for Operator Assisted Conferencing at an additional charge. Please request the features you would like to use when you schedule your call.

Services Not Included in Base Costs		
Feature	Description	Costs
▪ Broadcast Service	▪ An immediate and simultaneous distribution of any information you would like to provide is e-mailed or faxed to all participants in advance of the meeting.	\$0.35 per minute per participant
▪ Communications Line	▪ Upon request, Qwest can establish a communication line between the customer and an operator that provides conference updates and/or grants access to the call.	\$50/conference/line
▪ Digital Replay	▪ The conference recording can be immediately played back to those who were unable to attend. Replays are accessible 24 hours a day, seven days a week. Features include fast forward, pause and rewind and are accessible through a toll-free number.	\$40 setup; \$0.24/minute/line
▪ Electronic Q&A	▪ Upon the operator's instruction, participants signal that they have a question by pressing "1" on their touch-tone phone. The operator then calls on each participant by name for a managed "question and answer" session.	\$0.15/minute/line
▪ Language Translation	▪ The entire content of a call can be translated from English into as many as 140 languages. Translation is available 24 hours a day, seven days a week.	Case-by-case
▪ Tape Recording	▪ The conference is recorded, and a cassette tape(s), CD, Wave file or MP3 of all forms in which Qwest can record your conference.	For Operator assisted calls: Tape \$15.00 per tape CD \$25.00 per CD Digital Replay \$20.00 per day + \$0.20 per line Electronic recording - MP3/Real Media - \$25.00 per e-mailed file, \$35.00 per e-mailed file less than 2 hour turnaround Reservationless Digital Replay \$20.00 per day - + \$0.20 per line

▪ RSVP line	▪ Qwest allows participants to call and register for a conference call. The list is provided back to the customer. This information is helpful in learning more about your participants and for call planning.	\$2/conference participant reservation
▪ Electronic Polling	▪ The host asks a series of yes/no or multiple choice (up to nine choices) questions. Participants respond by pressing the appropriate digit on their touch-tone phone. Results of the voting are tabulated and distributed to the host while the call is in progress.	\$0.15/minute/line
▪ Replay Participation Report		\$1.00/name
▪ Notification in Advance		\$3.00/domestic notification \$6.00/international notification
▪ Transcription		\$45/15-minute block
▪ Participant Lists		\$5/list
▪ Streaming – Archived Call		\$0.65/playback + \$175 production cost
▪ Indexing		\$425 (Power Point Presentation synched with audio)

Related DTS Products

An extensive portfolio of Web conferencing tools to complement the Reservation-less and Operator Assisted Conferencing is available.

Related Products	
Product	Description
Web Control	▪ Identify who attends, speaks and leaves a call using a Web browser; mute and hold side conversations with participants with a click of a mouse.
Web Conferencing	<ul style="list-style-type: none"> ▪ Share presentations and documents with participants using a Web browser. ▪ Web conferencing is available with both Reservation-less and Operator Assisted Audio Conferences.

DTS Responsibilities

DTS Responsibilities
Provide accurate and current product documentation on DTS product web site.
Maintain the Audio Conferencing contract, provided by Qwest Communications as part of contract # AR1848.
Provide customer billing on the monthly DTS bill.
Work with Qwest to ensure customer satisfaction.

Customer Responsibilities

Customer Responsibilities

Set up an Audio Conferencing account with DTS.
 Schedule operator assisted conference calls with Qwest.
 Initiate reservationless conference call as Host.

DTS Customer Support

DTS Customer Support

Problem resolution is managed through industry best practices using the Remedy Help Desk application.

Problem priority is based on importance of system affected, severity of system degradation, and number of affected users.

Problems may be submitted via phone, web, or live chat.

Web submissions are monitored during normal business hours (M-F 7:30 a.m. to 5:30 p.m.).

Response to submitted problems is two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.

Response to escalated problem submissions not resolved by Help Desk is within two business hours for low and medium priorities, one clock hour for high priorities, and, thirty clock minutes for urgent priorities.

Target problem resolution is two business days for low and medium priorities, eight business hours for high priorities, and two business hours for urgent priorities.

Resolution performance and escalation performance are measured regularly.

Customer satisfaction is measured regularly.

System Requirements

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Telephone

For Web-Conferencing, a computer with web access is required.

Product Rate

Cost Information

	Description	Rate (\$)
Toll Free Dial-In	Reservation-less	\$.14/min/participant
	Operated Assisted	\$.25/min/participant
Caller Paid Dial-In	Reservation-less	\$.12/min/participant
	Operator Assisted	\$.16/min/participant
Operator Assisted (Dial-Out)		\$.25/min/participant
Web Conferencing		\$.29/min/participant

Product Provisioning

For your first audio conference, you will need to have an account set up. This is not difficult to do; however, it does take 24 – 48 hours to complete. Be sure you open your account before you plan to use it, if at all possible. If you do not have an account set up, but need to make a conference call, you may contact Qwest for a “passcode” conference call at 800-860-8000 or 703-925-2623,

or, access their web site at <http://conferencing.qwest.com>. Be aware, the rate for a passcode call (\$.175/min/line) is considerably higher than the reservationless (\$.143/min/line) conference call.

To open a new account, send the following information to the Telecom Order Desk at itsorderbox@utah.gov. Each request must be in writing.

- Scheduler Name
- Scheduler Phone Number
- Scheduler email
- Moderator Name
- Moderator Phone Number
- Moderator email
- Billing Telephone Number
- Billing Account Code (DAS ID)
- Street address, with city and zip

The order writers will submit an order request to Qwest. You will receive an order number and tentative due date from the Order Desk. When your order request has been completed, you will receive an email from Qwest with your toll-free dial-in number, conference room number, and PIN. You are now ready to hold a conference call at anytime without making a reservation.

The billing for your audio conference call will appear on the billing telephone number's monthly phone bill from DTS.

Training

Live and Web-based training for moderators is available at: <http://conferencing.qwest.com>.

Product Agreement

DTS and the Customer agree that this Product Description constitutes a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form, or until canceled by either party upon a thirty (30) day-written notice. Product and/or Service Rates listed are in accordance with the approved DTS Rate Schedules.

Definitions

Moderator:

The person who owns the audio/web conference account, conducts the audio/web conference(s) is billed for the service. The moderator will have an access number, a unique room number and a unique PIN.

Customer Scheduler:

The person who schedules the audio/web conference.

Access Number:

A toll-free or long-distance number that is dialed by all audio/web conference participants to connect to the conference.

Room Number:

A seven-digit number that all conference attendees enter once they connect to the conference service. A conference attendee always presses the * key before and after the room number. For example if your room number is 1234567 you will press *1234567*.

PIN Code:

A four-digit code that the moderator enters to start the conference. The PIN code is for security; moderators should not share the PIN code.

Toll Free:

Participants can use a toll-free number to connect to the audio/web conference or can make a long distance call to connect to the conference.

Caller-Paid Dial-In Service:

When a participant makes a long distance call to connect to an audio/web conference.

Participants dial a pre-assigned telephone number and enter a 6-digit access code. Each participant pays their own long distance charges to reach the Conference Bridge. The Moderator assumes responsibility for the bridge charges and any special feature charges. This service supports up to 100 call participants.

Note: This service should be used only when non-State participants pay for their own long distance call. When participants are State employees, toll free dial-In service is less expensive and should be used.

Operator-Dialed Service:

Moderators may choose to have operators call participants to add them to a conference. This is called operator-dialed service.

The Qwest Audio Conferencing Operator dials out to each participant, including the Moderator, and adds them to the call. The Moderator assumes responsibility for all charges.

Toll-Free Dial-In Service:

Participants dial a toll free number to access the conference bridge. The Moderator assumes responsibility for all charges related to the call. Up to 100 call participants can be supported.